

Unwind: End of the Continuous Coverage Requirement

Continuous Coverage Requirement has Ended



The continuous coverage requirement ended March 31, 2023



Medicaid may be discontinued for members that no longer meet eligibility criteria

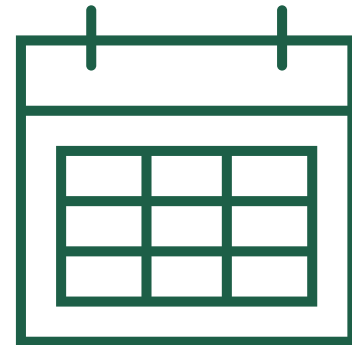


Most members must have a full eligibility renewal completed before their coverage can be discontinued

Discontinuances

After a renewal is completed, a Notice of Action/Notice of Decision will be mailed to all households letting them know if they were renewed for a new certification period or if their Medicaid is ending.

Discontinuances for the first set of renewals began May 1st.



Tools and Resources Leveraged to Encourage Renewal Completion



- Checking National Change of Address with USPS prior to mailing renewal forms
- Implementing waivers and flexibilities as recommended by CMS
- Regular communication with members, providers, and stakeholders

Outreach Strategies

- Utilizing managed care organizations to assist with member address updates and renewal reminders
- Postcard, texting, and phone call campaigns
- Recorded webinars and bi-monthly member Town Halls
- Unwind webpage on the HHS website
- Email notifications and social media posts
- Printable flyers created and posted to the HHS website for sharing
- Direct member outreach, including face-to-face contact
- 90-day reconsideration period for members discontinued for not returning a renewal

Helpful Resources

Unwind Website

hhs.iowa.gov/ime/unwind

Unwind Dashboard

hhs.iowa.gov/dashboard_welcome



HHS Contact Center
1-855-889-7985



Media Inquiries
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HHS Public Information Officer
acarfra@dhs.state.ia.us, 515-281-4848



Member Services
1-800-338-8366



Provider Services
1-800-338-7909



Email Questions to:
IAPHEUnwind@dhs.state.ia.us



IM Customer Service Center
1-877-347-5678